



Surveys and Tools
To Advance Patient-Centered Care

The Clinician & Group Survey: What You Need to Know About AHRQ's Newest CAHPS® Instrument

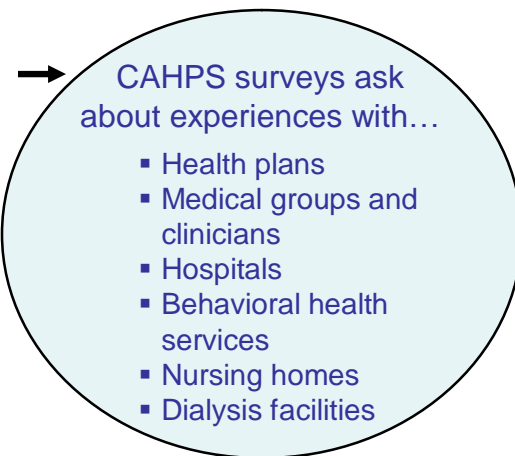
***A Webcast Presented by
the CAHPS User Network
May 8, 2007 – 1:30 – 3:00 pm ET***



CAHPS: Not Just a Health Plan Survey



- **Family of surveys: comprehensive and evolving**
- **Consumers and patients evaluate their experiences with health care**



Today's Speakers

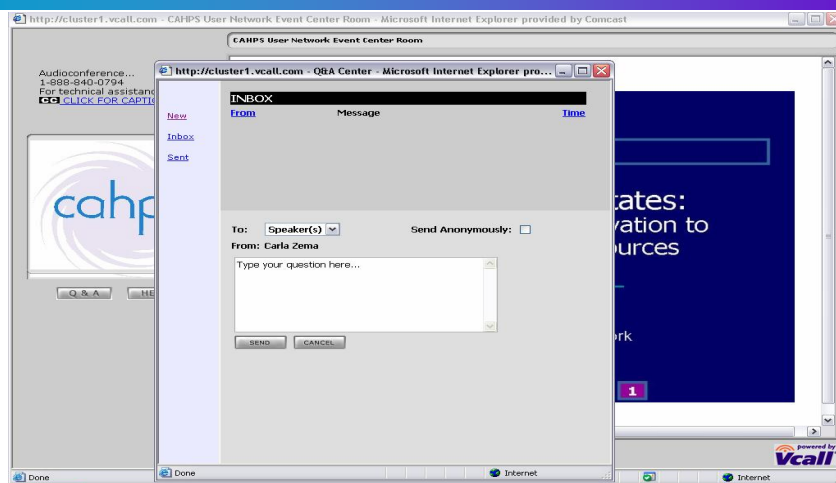


- **Julie Brown**, RAND Corporation Team
- **Kristin Carman**, American Institutes for Research Team
- **Dale Shaller**, Harvard Team
- **Chuck Darby**, Agency for Healthcare Research and Quality



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To Ask a Question: Click on the "Q&A" button



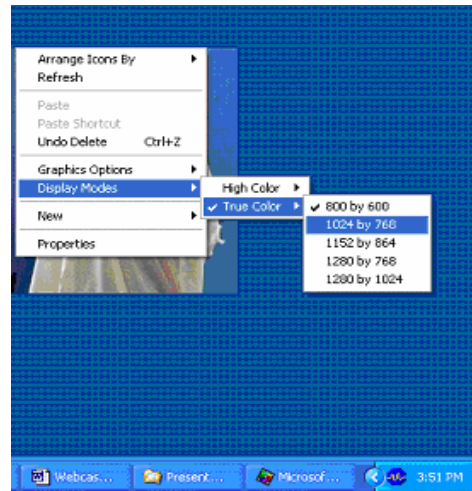
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- **Right click**
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- **Change screen resolution to 1024 by 768**



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 - 1-888-840-0794
 - Dial "star-zero"



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